

September 27, 2022



Mental Health San Francisco Implementation Working Group



San Francisco
Department of Public Health

harder  co | community
research

A hand is shown in the foreground, pointing upwards with the index finger. The entire image has a blue color overlay. In the background, there is a blurred image of a group of people, possibly in a meeting or presentation setting.

Call to Order/Roll Call

Vote to

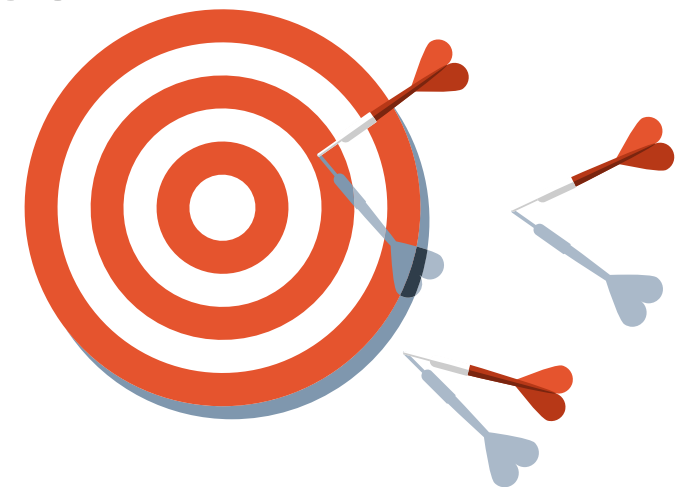
Excuse Absent Member(s)

Decision Rule:

- Simply majority, by roll call

Meeting Goals

- Receive an update on the Office of Coordinated Care
- Review the upcoming progress report and recommendation report
- Discuss community engagement opportunities



All materials can be found on the MHSF IWG website at: <https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Reminder: Mental Health SF Domains

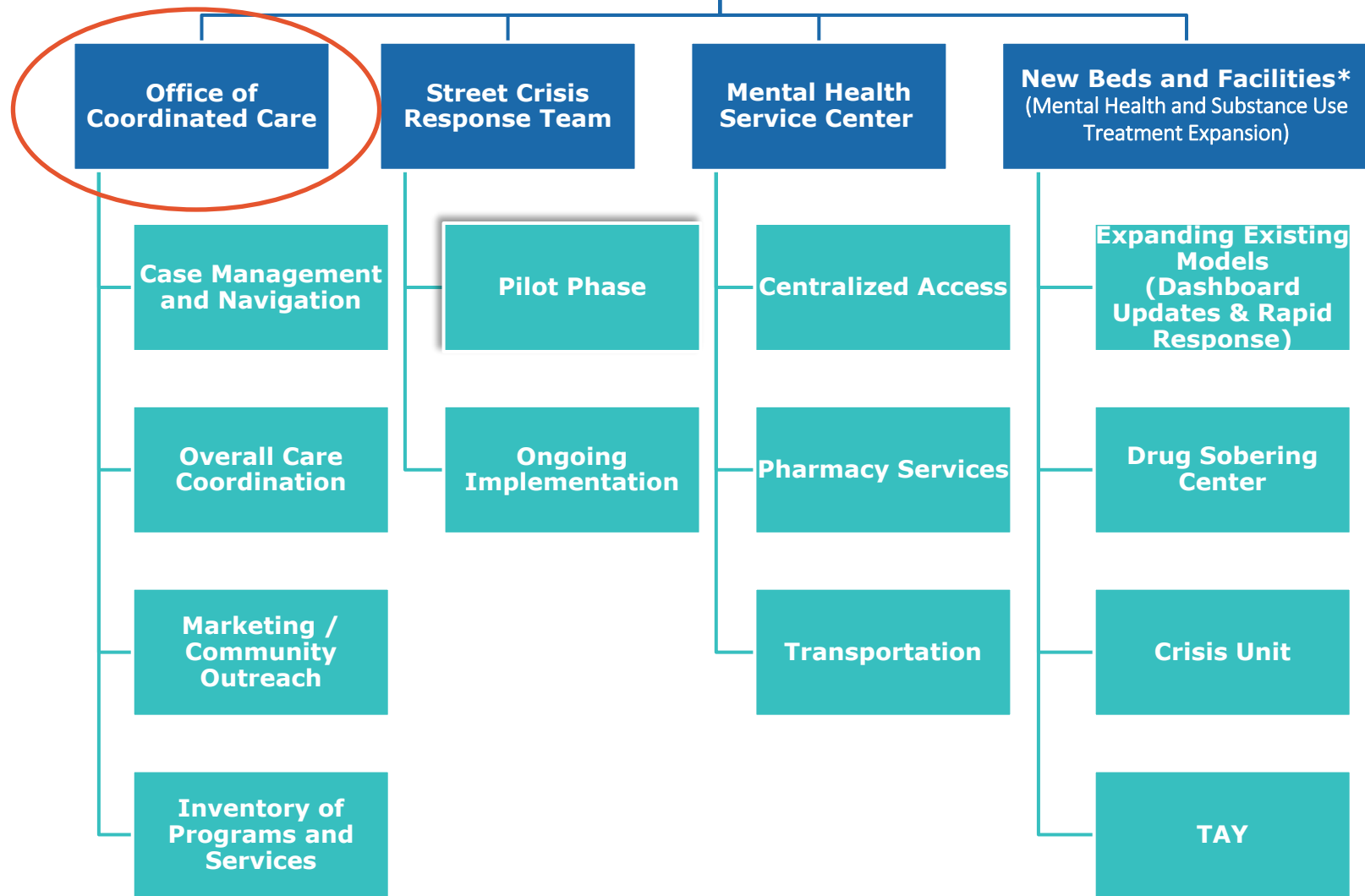
Mental Health SF Domains



Dr. Hillary Kunins



Heather Weisbrod



Oksana Shcherba



Valerie Kirby



9:10 AM - 9:15 AM

Discussion Item #1

Remote Meeting Update



All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

State and Local Requirements

RESOLVED, as follows:

1. the State of California and the City remain in a state of emergency due to the COVID-19 pandemic. At this meeting, the IWG has considered the circumstances of the state of emergency.
2. As described above, because of the COVID-19 pandemic, conducting meetings of this body and its discussion groups in person would present imminent risks to the safety of attendees, and the state of emergency continues to directly impact the ability of members to meet safely in person

Public Comment for Discussion Item #1

Remote meeting update

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



Vote on Discussion Item #1

Remote meeting “findings”

Decision Rule:

- Simply majority, by roll call



9:15 AM - 9:25 AM

Discussion Item #2

Approve Meeting Minutes

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



Public Comment for Discussion Item #2

Approve Meeting Minutes

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



Vote on Discussion Item #2

Approve Meeting Minutes

Decision Rule:

- Simply majority, by roll call



9:25AM – 9:50 AM

Discussion Item #3

IWG Annual Progress Report and Planning for IWG Year 3

All materials can be found on the MHSF IWG website at:

<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>



October Progress Report

MHSF legislation: “By no later than October 1, 2020, and every year thereafter, the Implementation Working Group shall submit to the Board of Supervisors, the Mayor, and the Director of Health a written report on its progress.” *This year, will be shared and published Friday, September 30th.*

Objective(s):

1. Remind stakeholders of the core elements of the IWG (mandate, recommendations process, current membership). Sections include:

- IWG mandate
- MHSF components (domains) and their evolution
- Overview of Prop C budget and allocation towards MHSF by fiscal year
- IWG approach to recommendations-full recommendations cycle, rapid feedback, etc.

Fall Reports & Year 3

October Progress Report

Objective(s):

2. Review progress made on domain coverage by IWG during current report period (October 2021-October 2022) and preview what is to come next year. Sections include:

- Links to completed recommendations on SF.gov
- Domain coverage in 2022
- Summary of next steps and Year 3 updates

Topic Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IWG Domain												
Street Crisis Response Team		U			U							U
New Beds & Facilities (NB&F): Drug Sobering Center						U				U		
NB&F: Crisis Unit	D	D		D	D		D				U	
NB&F: TAY project			D	D			D	D				
NB&F: Minna Project					D	D				U	U	
NB&F: Expansion of Existing Models							U					
Office of Coordinated Care (OCC)	D	D	D		U				D		U	
Mental Health Service Center (MHSC)			U		U	U		D		D	D	D
Analytics & Evaluation	U							U				
<i>Deliverable: IWG Annual Progress report</i>										★		
<i>Deliverables: IWG Implementation Report</i>												★
Other Intersecting Departments/Projects/Briefings												
CON: Citywide Staffing Analysis								U				U
HSH: Housing Briefing		U										
DPH MHSF Budget Update/ Our City Our Home (OCOH/Prop C) Alignment							U			U		

Fall Reports

October Progress Report

Next Steps & Timeline:

- Controller's Office and DPH review done; IWG Chair LeSarre and IWG to review week by **Wednesday, September 28th**.
- City Planning team to share and publish by **Friday, September 30th**.

December Implementation Report

MHSF legislation: “By no later than June 1, 2021, the Implementation Working Group shall submit to the Board of Supervisors, the Mayor, and the Director of Health its final recommendations concerning the design of Mental Health SF, and any steps that may be required to ensure its successful implementation.”

Objective(s):

- 1. Consolidate and share all recommendations completed so far, with addendum on informal feedback**
- 2. Establish dynamic recommendations process**
- 3. DPH Year 3 vision**
- 4. Offer suggestions from the IWG and City Planning team on where there are opportunities to enhance the success of MHSF, e.g., mental health services mapping, more visibility into work of other departments or related initiatives**

December Implementation Report

Next Steps & Timeline:

- Harder and City Planning team to begin draft week of **October 3rd**; solicit IWG input on report in October and November via Discussion Group and/or October IWG meeting

Public Comment for Discussion Item #3 IWG Annual Progress Report and Planning for IWG Year 3

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



9:50AM – 10:00AM

Discussion Item #4

MHSF Director's Update



Dr. Hillary Kunins

All materials can be found on the MHSF IWG website at:

<https://www.sfdph.org/dph/comupg/knowlcol/mentalhlth/Implementation.asp>

Public Comment for Discussion Item #4 MHSF Director's Update

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press '#' and then '#' again

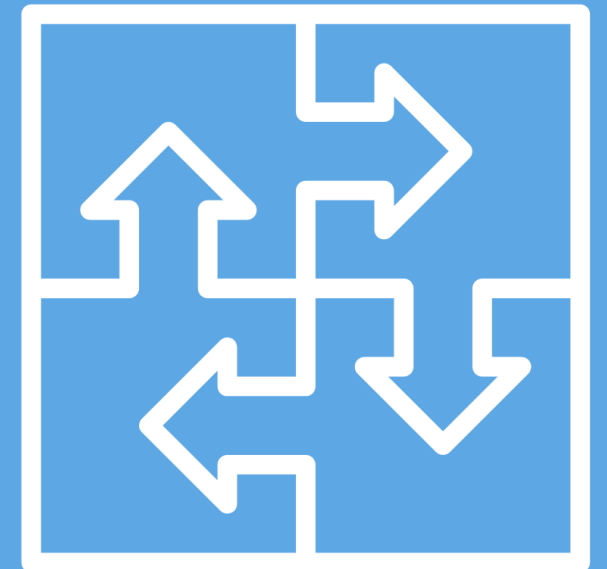
10:00AM – 11:00AM

Discussion Item #5

Office of Coordinated Care

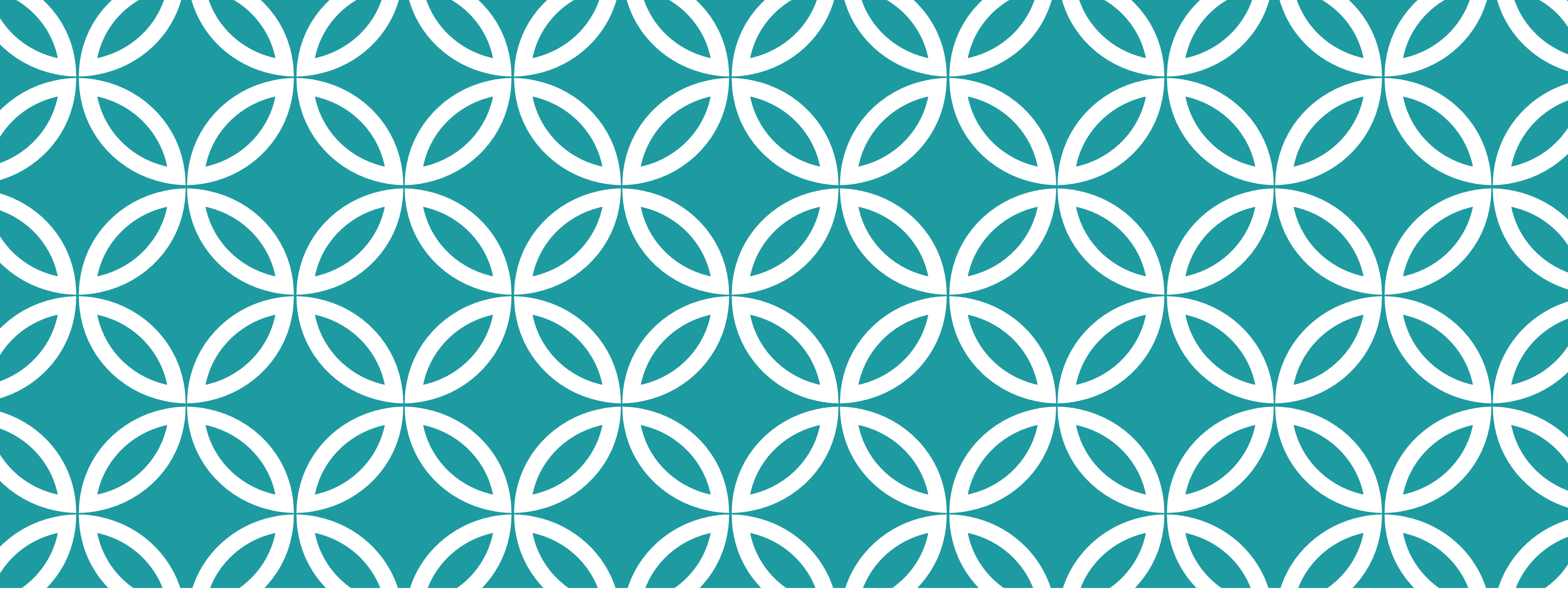
All materials can be found on the MHSF IWG website at:

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AGENDA

- What is the Office of Coordinated Care? A Refresher
- Office of Coordinated Care Implementation Updates
 - Behavioral Health Access Programs
 - Care Management & Transition Support Services
- Case Management Expansion Update
- Technology update (EPIC)
- What's Next
 - 5150 Follow-up
 - Case Management Expansion Planning Presentation
 - Opportunities for Additional IWG input
- Community Engagement: OCC Listening Sessions



OFFICE OF COORDINATED CARE

A refresher

OFFICE OF COORDINATED CARE PLANNING



Office of
Coordinated
Care

Case
Management
Expansion

OFFICE OF COORDINATED CARE

Goal: Support equitable and low-barrier access to behavioral health care and seamless transitions between systems and levels of care

OFFICE OF COORDINATED CARE

Behavioral Health Access Programs

- Centralized access to behavioral health services
 - Behavioral Health Access Line (BHAL)
 - Behavioral Health Access Center (BHAC)

Care Management & Transition Support Services

- Centralized care coordination and case management to support individuals making transitions between levels of care or with needs impacting engagement in behavioral health services

OCC: BEHAVIORAL HEALTH ACCESS PROGRAMS

Integration of Existing Behavioral Health Access Programs:

- **Behavioral Health Access Line** – 24/7 state-mandated call center for access to behavioral health services
- **Behavioral Health Access Center** – walk-in access to behavioral health services

OCC: CARE MANAGEMENT & TRANSITION SUPPORT SERVICES

- **Consultation** and **problem-solving** for hospitals, jail, and others regarding complex behavioral health service needs and levels of care
- Centralized **follow-up** for individuals making transitions between levels of care or leaving involuntary holds (5150)
- Bridge **case management** services with goals of engaging, stabilizing, addressing care and service needs, and connecting to ongoing behavioral health services

OCC: CARE MANAGEMENT & TRANSITION SUPPORT SERVICES

Care Management Triage Team

Coordinating team responsible for:

- triaging referrals and identifying needs
- coordinating care with discharge locations (e.g. hospital)
- deploying case management services
- providing consultation and problem-solving regarding complex behavioral health service needs

•

OCC: CARE MANAGEMENT & TRANSITION SUPPORT SERVICES

Bridge & Engagement Services Team (BEST)

Case management services for individuals with high acuity needs – post-acute care, leaving jail, poor connection to behavioral health services:

- field-based, assertive outreach and engagement
- connection to health and non-health services – behavioral health, medical care, housing, benefits
- bridge behavioral health services incl. medication

OCC: KEY PERFORMANCE INDICATORS

- 1) Rate of successful connection to routine behavioral health services
- 2) Rate of successful connection to primary care and other physical health services
- 3) Rate of successful connection to other non-health services
- 4) Rate of completion of Coordinated Entry housing assessments

OFFICE OF COORDINATED CARE PLANNING



Office of
Coordinated
Care

Case
Management
Expansion

CASE MANAGEMENT EXPANSION

With the Office of Coordinated Care

OCC Care
Management &
Transition Support

With the Street Crisis Response Team

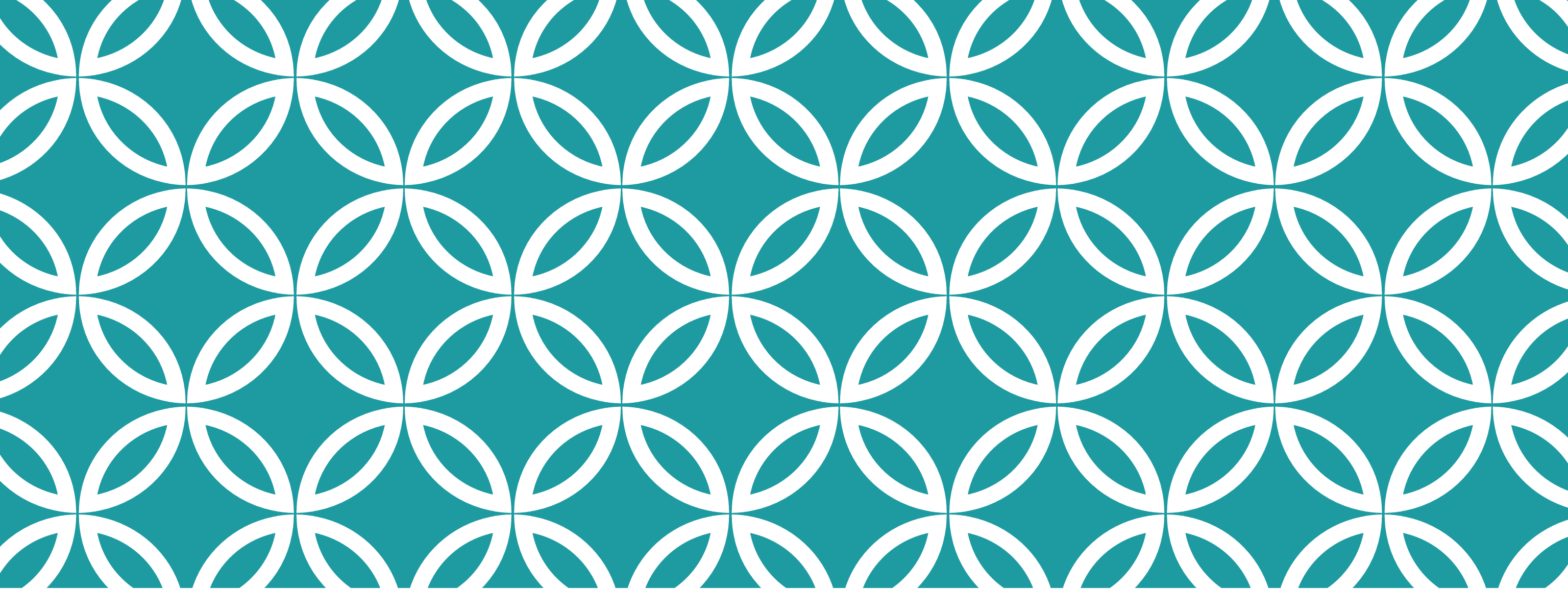
Street Crisis Response -
OCC Team

With System of Care (Treatment Services)

Intensive Case Management

Outpatient Case Management

- Mental Health Outpatient
- Substance Use Outpatient



IMPLEMENTATION UPDATES

Office of Coordinated Care

IMPLEMENTATION UPDATES

OCC: Behavioral Health Access Programs

Behavioral Health Access Line

- **Updates**
 - Implementation of new call center technology (November 2021)
 - Has allowed improved tracking of calls, decreased hold times
- **Next Steps**
 - Streamlining workflow by eliminating client call backs and providing direct linkage to treatment during the initial call (September 2022)
 - Increasing capacity to manage calls related to substance use
 - Move tracking and documentation to Epic (November 2022)

IMPLEMENTATION UPDATES

OCC: Behavioral Health Access Programs

Behavioral Health Access Center

- **Updates:**
 - Hours of operation expanded to M-F, 8am-7pm (June 2022)
 - 48 people served during expanded hours to date (M-F 5-7pm)
- **Challenges/Lessons Learned:**
 - Many people dropping in during expanded hours (5pm-7pm) are in need of crisis resources
 - Initially low utilization during expanded hours
- **Next Steps:**
 - 2nd Phase of Expanded Hours to Sat & Sun (Fall 2022)
 - Move tracking and documentation to Epic (November 2022)

IMPLEMENTATION UPDATES

OCC: Care Management & Transition Support Services

- **Updates**
 - 13 of 23 staff hired
 - Launched Phases 1 & 2 of Implementation:
 - Referrals from San Francisco Health Plan/Anthem for Enhanced Care Management (ECM) Services
 - Referrals from hospitals (emergency dept, psychiatric emergency services, inpatient) for individuals discharging to community
 - Triage Team:
 - Attending weekly meetings related to discharge planning at ZSFG
 - Started tracking 5150s at ZSFG
 - BEST:
 - Providing field-based case management services

*IWG Recommendations

IMPLEMENTATION UPDATES

OCC: Care Management & Transition Support Services

- **Challenges/lessons learned**
 - Rapid response to referrals is key – engaging people before leaving hospital
 - Outreach/engagement phase can be staff-intensive
 - Hiring challenges for behavioral health clinicians
- **Next Steps**
 - Phase 3 implementation launch with Jail Health (October 2022)
 - 5150 Follow-up Project (in process)
 - All tracking and documentation moving to Epic

MENTAL HEALTH SF CASE MANAGEMENT EXPANSION — IMPLEMENTATION UPDATES

With the Office of Coordinated Care

OCC Care Management
& Transition Support
(see previous slide)

With the Street Crisis Response Team

Street Crisis Response -
OCC
Team

- Team operational since April 2021
- SCRT-OCC has followed up with 2,300 unique individuals who have had contact with Street Crisis Response Team (April 2021-August 2022)

With the System of Care (Treatment Services)

Intensive Case Management

- Funding added to existing ICM providers
- RFP for new ICM provider(s) (eta October 2022)

Outpatient Case Management

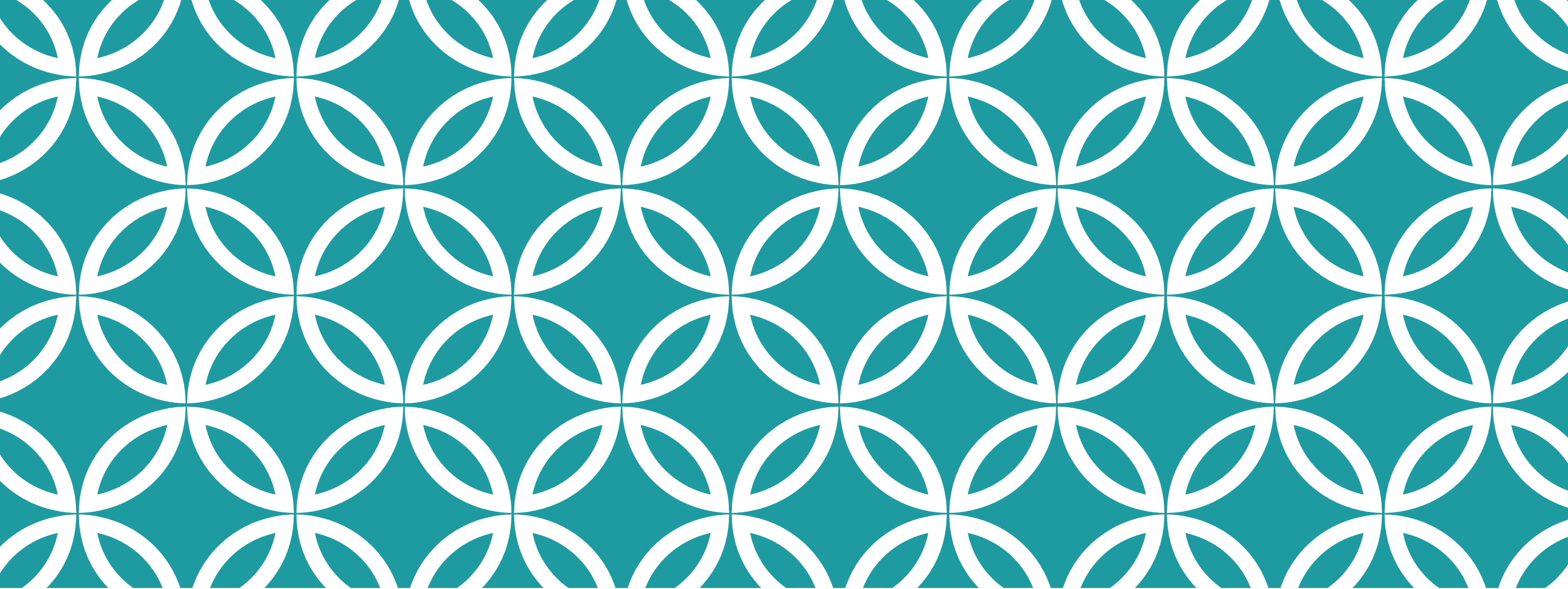
- **Mental Health Outpatient**
 - 7 of 14 Mobile Outreach Team staff hired and working with clients
- **Substance Use Outpatient**
 - Funding added to SUD OP programs (goal: 10 staff)

*IWG Recommendations

IMPLEMENTATION UPDATES

Technology Update

- OCC Epic build is underway - launch date November 2022
- Epic is a widely used Electronic Health Record (EHR) system with robust Care Coordination capabilities which will:
 - Allow for greater communication, visibility, and care coordination with other users of Epic, including hospital and primary care
 - Enable closed-loop referrals
 - Improve data gathered about who OCC is serving and where gaps are
- Included in Epic build:
 - OCC: Care Management & Transition Support
 - OCC: Behavioral Health Access Programs
 - Street Crisis Response Team & Street Crisis Response OCC Team
 - Outpatient Mental Health Mobile Outreach Teams



WHAT IS NEXT |

NEXT STEPS & OPPORTUNITIES FOR IWG INPUT

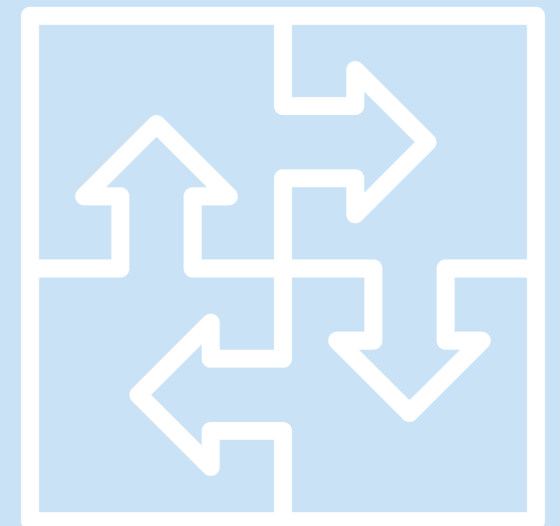
- 1) Case Management Expansion Update – in 2 months
- 2) Regular Updates on OCC Implementation
- 3) Feedback on 5150 Follow-up Project

Public Comment for Discussion Item #5

Office of Coordinated Care

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



A blue-tinted photograph of a desk setup. In the foreground, a white ceramic mug is on the left. To its right, a laptop is open, and a smartphone lies flat on the desk surface. The background is slightly out of focus, showing what appears to be a window with blinds. The text "5 Minute Break" is overlaid in the center in a bold, white, sans-serif font.

5 Minute Break

11:05AM – 11:45 AM

Discussion Item #6

Community Engagement



All materials can be found on the MHSF IWG website at:
<https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>

MHSF Community Engagement

MHSF Implementation Working Group Meeting September 26, 2022
Valerie Kirby, MPH, Special Projects & Planning Coordinator, MHSF/BHS
With Deborah Oh, Associate Principal, InterEthnica

MHSF Community Engagement

- ▶ OCC listening sessions overview
- ▶ **Brainstorming activity:** recruitment for OCC listening sessions
- ▶ Opportunity for additional, near-term community engagement activities
- ▶ **Brainstorming activity:** new community engagement activities

MHSF Community Engagement: OCC Listening Sessions

- ▶ SF DPH working with InterEthnica

- ▶ InterEthnica mission statement:

Our goal is to help government agencies effectively reach, clearly inform, actively engage, and encourage diverse communities to take action. We are committed to ensuring that everyone has equal access to accurate information by promoting and forming effective and meaningful partnerships between the public sector and San Francisco Bay Area's diverse community.

MHSF Community Engagement: OCC Listening Sessions

- ▶ Two listening sessions and a top-line report on the findings
 - ▶ One with providers
 - ▶ One with potential OCC consumers
- ▶ Completion by April 30, 2023
- ▶ Focus:
 - ▶ Deeper dive into wants/needs for coordinated care
 - ▶ Communication engagement: how to talk about the OCC

MHSF Community Engagement: OCC Listening Sessions

Timeline

- ▶ Now:
 - ▶ Updating provider guide to reflect existing feedback
 - ▶ Obtaining input on recruitment
- ▶ Late October/early November 2022: provider listening session
- ▶ November/December 2022
 - ▶ Big-picture take-aways from provider session
 - ▶ Finalize consumer listening session guide
- ▶ February 2023: Consumer session
- ▶ March/April 2023: Report on findings

MHSF Community Engagement: OCC Listening Sessions

Brainstorming questions

- ▶ What are your suggested avenues for recruitment?
 - ▶ Will also ask participating providers for recommendations/promotion
- ▶ What would make recruitment more successful (time of day; in-person or virtual; other meetings/events we could tag on to; incentives)?

Did not address during meeting due to time

MHSF Community Engagement: Near-term opportunities

- ▶ Additional funding available to use toward additional community engagement activities prior to April 30th 2023
- ▶ Intention is to support the IWG by informing recommendations
- ▶ Funding could cover 1-2 listening sessions or other activities of a similar size
- ▶ A couple ideas from the MHSF team
 - ▶ Further informing the MHSC
 - ▶ Informing the design of client-facing service information on SF.Gov

Did not address during meeting due to time

MHSF Community Engagement: Near-term opportunities

Brainstorm:

- ▶ Where do you feel the IWG most needs input near from the community to make informed recommendations?
 - ▶ e.g., which MHSF domain? Program? Population? Key metric?

Did not address during meeting due to time

Thank you!

Public Comment for Discussion Item #6

Community Engagement

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



Public Comment for Any other matter within the jurisdiction of the Committee not on the agenda

Steps:

- Call (415) 655-0001
- Enter access code 2487 225 6148
- Press `#` and then `#` again



Anticipated IWG Meeting Topics 2022

Topic Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
IWG Domain												
Street Crisis Response Team					U							U
New Beds & Facilities (NB&F): Drug Sobering Center						U				U		
NB&F: Crisis Unit	D	D		D	D		D				U	
NB&F: TAY project			D	D			D	D				
NB&F: Minna Project					D	D				U	U	
NB&F: Expansion of Existing Models							U					
Office of Coordinated Care (OCC)	D	D	D		U				D		U	
Mental Health Service Center (MHSC)			U		U	U		D		D	D	D
Analytics & Evaluation	U							U				
<i>Deliverable: IWG Annual Progress report</i>										★		
<i>Deliverables: IWG Implementation Report</i>												★
Other Intersecting Departments/Projects/Briefings												
CON: Citywide Staffing Analysis								U				U
HSH: Housing Briefing		U										
DPH MHSF Budget Update/ Our City Our Home (OCOH/Prop C) Alignment							U			U		

D=Design U=Update

Housekeeping

- Next Meeting Date and Time
 - 4th Tuesday of the month 9:00AM-1:00PM
 - October 25, 2022
 - **Please complete the November and December meeting date poll**
- Meeting Minutes Procedures
 - **New Website!** <https://sf.gov/public-body/mental-health-san-francisco-implementation-working-group>
 - Draft minutes in the next two weeks
 - Approved meeting minutes will be posted
- MHSF IWG e-mail address for public input: MentalHealthSFIWG@sfgov.org

Adjourn

Appendix A: Attendance (since it's become a formal process)

Member	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Amy Wong												
Jameel Patterson	E	E		E	E							
[Vacant]												
James McGuigan			E									
Dr. Vitka Eisen				E								
Steve Fields												
Andrea Salinas												
Dr. Monique LeSarre												
[Vacant]												
Dr. Ana Gonzalez					E							
Sara Shortt				E								
Dr Hali Hammer												
Steve Lipton												

E= Excused Absent (unexcused)